

NEWS & VIEWS

Discovering Montana Just Got Easier



On November 20th the State of Montana unveiled its new web site - DiscoveringMontana.com. The site has a new look and feel that is friendlier, easier to navigate and improves the level of service provided to Montana's citizens and businesses.

The State is making great strides to improve the way government services are presented. With the use of technology, a shift is taking place in bringing government services to the public rather than forcing the public to go to government services. According to Governor Racicot, "Montana is a very large state. Many of our citizens have to travel great distances to do business with state government agencies. This revision of the state's web site is the next step in using technology to bring the services of government to the citizens and businesses of our state."

The new site will make it easier for people outside of the State to get information about Montana, its citizens and its businesses. "The global economy has changed and we in government have to adjust to that change. Redesigning the State of Montana's web site with a new theme and more information is a first step in participating in the new electronic economy," said Dr. Peter Blouke, Director of the Department of Commerce.

The new site has information of interest for a broad spectrum of visitors including, businesses, children, travelers and educational users to name a few. Tony Herbert, Administrator of the State's Information Services Division commented, "We're pleased with the new look and feel of DiscoveringMontana.com. The State is aggressively working to provide additional electronic services in the near future. We encourage the public to discover Montana for themselves at DiscoveringMontana.com."

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Montana Legislative Information Available to the Public, 2001 Legislative Session

The Montana Legislative Branch maintains a system called LAWS (Legislative Automated Workflow System) which includes an Internet web browser application for accessing information related to the 2001 legislative session. Internet users can access the 2001 session LAWS application from the "Features" section of [Discovering Montana.com](http://DiscoveringMontana.com) or by connecting to [http://laws.leg.state.mt.us:8000/laws01/plsql/LAW0200W\\$.startup](http://laws.leg.state.mt.us:8000/laws01/plsql/LAW0200W$.startup).

The LAWS application was first implemented for the 1999 legislative session, and the 1999 LAWS application will remain available to Internet users until about July 1, 2001, at [http://laws.leg.state.mt.us:8000/law/plsql/LAW0200W\\$.startup](http://laws.leg.state.mt.us:8000/law/plsql/LAW0200W$.startup). Because of the typically heavy demand for bill text and status information from the immediate past session, the Legislative Branch plans to continuously maintain both a "current session" LAWS application and a "prior session" LAWS application.

Last session's LAWS users are likely to notice several new features in the 2001 LAWS application, including the availability of bill text in PDF format, improved functionality within the "preference list" feature, and the option to receive pertinent legislative information via email by subscribing to the Legislative Branch's free messaging service. All of these new features are described in more detail below.

LAWS is much more than just an Internet web browser application. LAWS encompasses an Oracle database system (for recording bill status information) integrated with a WordPerfect 8 macro-driven system (used for bill drafting and amendment processing). Finally, there is an Internet umbrella in the form of an online web browser application that provides users with access to both bill status and bill text.

Internet users are able to access online bill status information, committee hearing information, agendas, etc., as well as the text of introduced bills, amended bills, enrolled bills, and edited bill drafts.

Advanced search features to help identify bills and bill drafts of interest are also available for Internet users. For example, users will be able to generate lists of bills and bill drafts based on specific criteria selected by the user. This criteria can include one or more of the following: requester of a bill draft, primary sponsor of a bill, drafter of a bill, subject assigned to a bill, current status of a bill, and other criteria.

"preference list" feature. This feature is useful for Internet users who wish to track specific legislation. The user can create a list of bills, which is saved in a password-protected file, allowing the user to access and modify the list at any time. Once the user has created a bill list, the user can click on a "Display Status" button to generate an online report listing the latest status of each bill in the list, along with the bill's short title and primary sponsor or requester.

New this session is the capability for a "preference list" user to create an account online instantly by supplying a "user-id" and password of their choice. Previously, the user had to mail in an application to the Legislative Services Division, a process that took several days.

Now, not only can the user create a "preference list" account online, but the user can build his list of bills with the help of search engines that display bills by subject, primary sponsor, requester, and requesting agency. All bills related to a specific subject, for example, can now be added to a user's preference list with a single keystroke.

Another system enhancement is the provision of bill text in PDF format. The availability of bill text in this format allows a bill to be printed in the same exact page and line number format as the master copy of the bill. The user can now accurately apply amendment report descriptions (which locate changes to a bill using page and line numbers) to this PDF version of a bill.

Bill text of all bill versions will continue to be available on the LAWS application in WordPerfect 5.1 format for user download. Also, the HTML format for the latest version of each bill will continue to be maintained. This allows the user to view the current text of each bill online over the Internet.

The new legislative messaging system provides LAWS users with another information source. By subscribing to this system, the user will receive pertinent legislative-related emails, typically once a week. To obtain more details about this option, and to subscribe to this free service, go to http://leg.state.mt.us/online_publications/laws/57th/signup.htm.

Check the Tentative Calendar for Legislative Information Availability below for the projected key dates related to information availability.

10/1/00	Internet access to LAWS is made available to the public.
10/15/00	Reports (including the Cumulative Bill Draft Request Report) and the text of edited bill drafts are available over the Internet.
11/15/00	Data Distribution Office is open part-time in Capitol (Room 60). This office will be open full-time beginning 1/3/01.
12/15/00	Daily Introduced Bill Report is available over the Internet and the State BBS, assuming any bills have been pre-introduced by this date.
12/15/00	Text of introduced bills is available over the Internet and the State BBS, and from the Data Distribution Office, assuming any bills have been pre-introduced by this date.
1/3/01	57th Legislature convenes.
1/3/01	Legislative Information Office (including Message Service) opens in Capitol (Room 356).
1/3/01	Additional legislative information reports are available over the Internet and the State BBS. These include the Daily Index of Introduced Bills, the Daily Status Report, and the hearing and agenda calendars.
4/24/01	57th Legislature adjourns (this date assumes a full 90-day session using the proposed legislative calendar).
4/27/01	Legislative Information Office closes.
6/1/01	Data Distribution Office closes.

For more information about the LAWS system, contact Jim Gordon of the Legislative Services Division at 444-2493, or email jgordon@state.mt.us. For more information about the BST system, contact the Computing Technology Services Bureau, Barry Fox at 444-5895, or e-mail bfox@state.mt.us.

The State Agency Bill Status Tracking System

Available to State agencies will be an Oracle-based Bill Status Tracking (BST) system that will assist the agencies with tracking bill drafts and bills during the 2001 session. The system was first implemented for the 1999 session based on requirements developed by a steering committee of representatives from several agencies. It is designed to provide a common set of bill tracking functions for all State agencies.

Prior to 1999, each agency relied on its own internal system for tracking legislative bills that affected it. Some used the mainframe bill information extract that was provided by the Legislative Branch, and which was retired by the LAWS system. Most of the bill tracking tasks that agencies perform have historically been intensely manual and time consuming. The purpose of the BST application is to automate and simplify many of these bill tracking tasks.

Historically, each agency has designated individuals to perform the tasks necessary to track bills and drafts during a legislative session. The BST system has abstracted these tasks into roles that people may have within an agency, along with functions they may perform for those roles. These roles are Agency Bill Coordinator, Agency Bill Tracker, Agency Fiscal Note Coordinator, and Agency Fiscal Note Tracker. Within any given agency, an individual may perform all of these functions, or several persons may perform them.

The Agency Bill Coordinator is the person who keeps track of who in the agency is responsible for tracking bills and assigns legislative bills to those individuals to track. The BST system provides the coordinator with the ability to add, update, and delete the names of agency bill trackers. It additionally allows the coordinator to select bills from the LAWS system and assign them to trackers to be followed.

An Agency Bill Tracker is the person who tracks specific bills for an agency. The person may develop the agency's position on a bill or may testify on the bill before a legislative committee.

The BST application allows the tracker to set flags as to whether or not the agency sponsored the bill, is affected by the bill, and what the priority is for the bill. The tracker will additionally be able to enter comments about the bill.

The Agency Fiscal Note Coordinator is the individual who keeps track of who in the agency is developing responses to fiscal note requests and assigns fiscal notes to individuals in order for them to prepare the responses. The BST system allows the coordinator to designate the fiscal note trackers and allows them to assign fiscal notes to the trackers.

An Agency Fiscal Note Tracker is the person who develops the agency response to the fiscal note. The tracker uses the BST system to enter fiscal note summary information. The actual fiscal note response is prepared in the traditional manner.

The BST application is designed to allow flexible display of bill tracking information. The application will allow data selection to be filtered by both agency and tracker ID. Thus for example, a coordinator could request that only data for their agency is displayed. A tracker could request that only data for bills they are tracking are displayed.

Several Oracle reports are provided as part of the Bill Status Tracking system. The reports create hard copies of information available on screen. Bill history, bill tracking detail, bill hearing, and fiscal note summary information are available both on screen and via report. The reports have parameters that provide great flexibility for specifying the actual data presented.

Another feature of the BST system is daily email notification for bill trackers. The application can send email to each bill tracker if any bill they are tracking has had a status change in the LAWS database. For example, if a bill goes from a state of "Introduced" to a state of "First Reading," the tracker will be notified. A second report notifies trackers if any bill they are tracking is scheduled for a hearing within the next 48 hours. An additional report notifies fiscal note trackers if a fiscal note assigned to them has a response due within the next 48 hours.

In summary, the Bill Status tracking system is an Oracle application, which complements the LAWS system. It automates and simplifies several tasks that each agency previously performed to track legislative bills during session. The application is being built using Oracle's Developer 2000 version 2.1 and will require the Oracle Forms 5.0 and Reports 3.0 run time environment in order to be used.

For more information about the LAWS system, contact Jim Gordon of the Legislative Services Division at 444-2493, or email at jgordon@state.mt.us. For more information about the BST system, contact the Computing Technology Services Bureau: Barry Fox at 444-5895, or email at bfox@state.mt.us.

Internet Privacy – Anonymizer Services

Personal data privacy is the most important online issue for 90% of recently polled Internet users. These users also believe that selling online customer mailing lists without permission is a privacy violation. Because of a drop in Internet sales, some companies are opting to sell personal information about their clients to other vendors to subsidize their income, even when they have indicated they will not.

Since many Internet users like to maintain their privacy, anonymizer services have evolved. Anonymizers offer a broad range of privacy-enhancing features by concealing web surfers' identities. They are relatively inexpensive, about \$50 a year, and some even let customers establish multiple user identities. By using an anonymizer service, an Internet user can browse sites, download information, send email, and put up web pages without anyone knowing any information about them.

The problem with anonymizer services is they can be used for illegal purposes. Criminals can hide behind this service and then disappear before law enforcement can get the necessary court order to

uncover their identity. Adult web sites also benefit from anonymizer services. One particular company is building its e-business around the demand for such web content.

Anonymizers help protect consumers' privacy which is very important. But like all things, there are some drawbacks to the service, and who knows whether the company will run into financial difficulties and eventually sell its information to other companies. There may be some revealing information sold without an Internet users' authorization, which may develop into more issues than a "netizen" is ready to face.

For more information regarding *Internet Privacy – Anonymizer Services*, contact Lynne Pizzini, Information Security Manager, at 444-4510, Outlook, or email lpizzini@state.mt.us.



Calendar of Events

JANUARY

- 3** Information Technology Managers Council (ITMC), 8:30-10:30 am
Rm 111, Metcalf Bldg.
- 18** SABHRS Executive Council, 2:30-5:00 pm
Rm 160, Mitchell Bldg.

FEBRUARY

- 7** Information Technology Managers Council (ITMC), 8:30-10:30 am
Rm 111, Metcalf Bldg.
- 14** SummitNet Executive Council, 12:00-2:00 pm
- 15** SABHRS Executive Council, 2:30-5:00 pm
Rm 160, Mitchell Bldg.

Seven E-mail Misconceptions

Employees have many misconceptions of internal and external email systems. Listed below are seven misconceptions they may not be aware of:

Emails can be deleted. Reality: By using utilities or by checking recipients' workstations, email messages can almost always be recovered.

Emails get "lost" among the millions being sent around the Internet. Reality: Sophisticated search tools, such as the FBI's Carnivore program, can find almost any email from anyone.

Emails go to the people you address them to. Reality: Emails are often distributed broadly to people you often do not know because of forwarding.

Comments made in email are not that powerful. Reality: Even if unintended by the sender, certain comments or idle remarks can be perceived as threats or harassment. For example, referring to a co-worker as a "dinosaur" can become the basis for an age discrimination lawsuit.

You can send emails from work in a personal capacity. Reality: When sent over the State system, the law recognizes emails as official State communications regardless of the content.

Private email messages are private. Reality: Emails can be accessed as part of an investigation and cause liability for the State.

Your identity is protected through email communications. Reality: It is extremely easy to duplicate someone's identity for the purpose of sending fraudulent email messages.

The State's policy regarding email states, "Privacy of e-mail is not guaranteed. Employees should not have expectations of privacy for any messages." To review the entire Electronic Mail Policy, please see www.state.mt.us/isd/policies/ENTERPRS/NET040.HTM.

For more information regarding email security issues, contact Lynne Pizzini, Information Security Manager, at 444-4510, Outlook, or email lpizzini@state.mt.us.

Computer Virus Hoaxes and Chain Letters

A message comes to your e-mail inbox warning you of a new e-mail virus that can delete files, reformat your hard drive, send messages to everyone in your mail list, etc., **OR** you receive an e-mail message telling about a child with cancer asking you to forward the message to others because the American Cancer Society will receive a donation for every message sent. What do you do?

Do you believe everything you receive via e-mail and do as the message indicates by warning and/or passing the message onto all of your friends, relatives, and co-workers? **OR** do you check it out first, to be sure that it is legitimate? **OR** do you delete it?

With the use of sending and receiving messages via e-mail becoming more popular each day, the State of Montana's e-mail system is seeing more and more virus hoaxes and chain letters. Most of these messages do not do the things that they claim. Your computer's hard drive is not going to be destroyed, you are not going to win money from Microsoft or a trip to Disney World, you are not going to receive free Gap clothing or a gift certificate from Bath and Body Works. The virus portion of these messages occurs when the message is passed on to thousands of people in a short period of time. This bombards computer systems with e-mail messages that are sometimes very large, and before you know what has happened, the computer network is running slow or has completely shut down, or your e-mail file server has filled up because of all the messages.

Though warnings and notices received over e-mail may seem important and authentic, often, people get caught up in the moment, and do not read them thoroughly or bother checking on their authenticity before forwarding them onto others. Many messages received via the Internet are just not true. Legitimate warnings are rarely sent by e-mail. It is not a quick way for people to receive informa-

tion, since it relies on other people to forward the message. If a message is that important, you will see or hear about it somewhere else. Therefore, most of these messages are considered to be virus hoaxes or chain letters.

There are several items to look for in e-mail messages such as these that will allow you to quickly spot them. The first warning sign is if a message has been forwarded or carbon-copied to a list of people. Another sign to look for is the way the message is written. Every e-mail hoax or chain letter exists to replicate itself as many times as possible, and therefore, will include two things: it will instigate an emotional response and then urge readers to act on their emotions by forwarding the message to a group of people or as many people as possible.

The next time you receive a message that is a virus hoax or chain letter, there are two things that need to be done with it. Please forward a copy of it to the "Virus Reports" recipient in the e-mail address book for tracking purposes. Then, delete the message. This will insure that it will be stopped quickly and avoid harm being done to the State's computer network.

For more information regarding virus hoaxes or chain letters, contact Lynne Pizzini, Information Security Manager at 444-4510, Outlook or e-mail at lpizzini@state.mt.us.

Excel 2000 – Concatenating Dates

Concatenating text to a date can be difficult. For instance, enter today's date in any cell by selecting a cell and pressing Ctrl ; (semicolon). Next, select another blank cell and enter the expression

= "Today is" & CELLADDRESS

where CELLADDRESS is the address of the cell that contains the date. Instead of displaying the date, the expression will return the date's serial value.

To avoid this situation, wrap CELLADDRESS in a Text function in the form.

= "Today is" & Text (CELLADDRESS, "mmmm d, yyyy")

You can modify the format ("mmmm d, yyyy") to suit your needs.

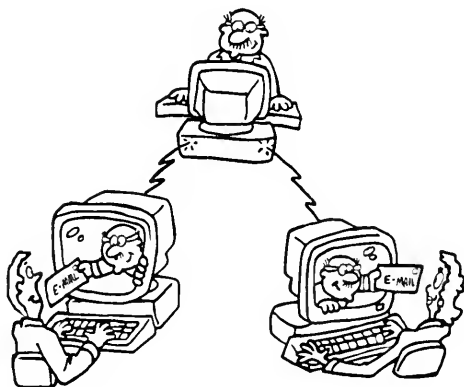
These tips are adapted from www.tipworld.com

For more information about this article, contact Irvin Vavruska of End User System Support at 444-6870, Outlook, or e-mail ivavruska@state.mt.us. For other help, contact your Agency support staff or call the ISD Customer Support Center at 444-2000.

Word 2000 – Master the Large Document

The Master Document feature is meant to simplify the use of a large document. It isn't often used and is sometimes criticized as unwieldy, but those who produce large, complicated documents should at least give it a test drive.

1. Start a New document and change to View, Outline.
2. Type a name for the document and then press Enter.
3. Move the outline level one to the right by using the arrow buttons on the outline toolbar.
4. Analyze how the large document could be broken down into numerous subdocuments.
5. Type the name of a subdocument.



6. Select that line.
7. Click the Create Subdocument button on the Outline toolbar.

Now you can continue and add as many subdocuments as you need. Then you can open subdocuments from the master document keeping them well organized.

These tips are adapted from www.tipworld.com.

For more information about this article, contact Irvin Vavruska of End User System Support at 444-6870, Outlook, or e-mail ivavruska@state.mt.us. For other help, contact your Agency support staff or call the ISD Customer Support Center at 444-2000.

Windows 98 – Creating a Cascading Menu of “My Computer”

Navigating to your desktop to find and open a specific file can be time consuming, but setting up a taskbar button that allows you to access any file on your computer from a single menu is simple. To do this, you need only to create a Desktop Toolbar on your Taskbar and then resize it. First, right-click on your Taskbar and select Toolbars, Desktop. Then click and hold on the sizing bar on the left edge of your new Toolbar. Drag all the way to the right so only the word “Desktop” appears. You can now click on the right arrow next to the word “Desktop” to launch a cascading menu. From there, you can navigate to My Computer and proceed to access any file on your computer directly from your Taskbar.

These tips are adapted from www.tipworld.com.

For more information about this article, contact Irvin Vavruska of End User System Support at 444-6870, Outlook, or e-mail ivavruska@state.mt.us. For other help, contact your Agency support staff or call the ISD Customer Support Center at 444-2000.

Windows 98 – Adding a Scrap to the Desktop

You can keep the contents of the clipboard on your desktop for later reference by creating what is called a scrap. Though this name implies something cheap, frayed, and disposable, the scraps you create on your desktop could very well be among the most valuable bits of data on your computer. You can recognize a scrap by its icon — it looks like a document file except for a torn edge along the bottom.

You can create a scrap in a couple of ways. If you have material copied to the clipboard, you can right-click on the desktop and select Paste to create a scrap containing the clipboard information. The other way to create a scrap is to select data and drag it to the desktop in any program that supports Microsoft's OLE (Object Linking and Embedding) standard.

These tips are adapted from www.tipworld.com.

For more information about this article, contact Irvin Vavruska of End User Systems Support at 444-6870, Outlook, or e-mail at ivavruska@state.mt.us. For other help, contact your Agency support staff or call the ISD Customer Support Center at 444-2000.



Windows Freebie – FinePrint Web

FinePrint Web is a printer driver that sits between your browser and a physical printer. The FinePrint printer driver captures printed output, displays it, scales it according to your instructions, and then sends it to the destination printer. The advantages of using FinePrint Web are:

Save paper: Using 2, 4, or 8 up layout options can save a significant amount of paper when printing web pages. Not only can you print multiple pages on a sheet, but you can delete unwanted pages such as web pages that contain only a button or a copyright notice.

Fix truncation problems: Often web pages are truncated on the right resulting in missing characters and incomplete bitmaps. With FinePrint, you can preview the pages before they are printed to ensure they are correct. If they are not correct, you can use the paper scaling feature of FinePrint to fix the problem.

Save your web pages: Documents printed 4 or 8 up can be stored in a much smaller space than documents printed in standard 1 up mode.

Preview and Edit your web pages: When you print to FinePrint, your pages appear in a preview window. You can then add blank pages or remove pages you don't want.

Booklets: The booklet feature can be used to create compact 2 up, double-sided booklets.

Combine web pages: With FinePrint it is possible to combine different print jobs together to be printed as a single job.

FinePrint Web is copyrighted by FinePrint Software, LLC., 1995-1999.

If you would like a copy of the FinePrint files, they are available on the Value Added Server at `\guest\windows\win95\addons\FinePrint98` for the Windows 95/98 version and at `\guest\windows\win95\addons\FinePrintNT` for the Windows NT/2000 version.

If you do not have access to the Value Added Server, or for more information about this article, contact Irvin Vavruska of End User System Support at 444-6870, Outlook, or e-mail ivavruska@state.mt.us. If you have any problem with this application, please use the software's Help features, contact your Agency support staff, or call the ISD Customer Support Center at 444-2000.

Outlook 2000 - Finding All Messages From One Sender

Is there a quick way to search for all the messages from one person? Yes! There are a couple of ways to group together all messages from one person. This can help you quickly find a specific email message or help you to organize your folders by, for example, moving all the appropriate messages into one folder.

Highlight a message from the sender in question. Select **A**ctions, **F**ind All, **M**essages From Sender. An "Advanced Find" window displays a list of every message from that person.

As with most things in Windows, there is more than one way to accomplish this task. Simply click on the "From" column heading of your Inbox. If you have an e-mail from the person currently selected, you'll see all the messages grouped together by the sender's name. To see messages from another sender, simply type the first few characters of the person's last name. Outlook will automatically jump to the group of messages from that person.

This article was adapted from www.tipworld.com.

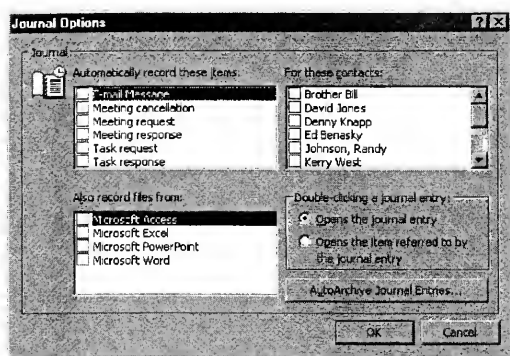
If you have any questions on this article, please contact Sue Parrett of End User Systems Support at 444-1392, Outlook, or e-mail sparrett@state.mt.us. If you have a problem with this application, please use the software's Help features, contact your agency support staff, or call the ISD Customer Support Center at 444-2000.

Outlook and Journaling

The Journaling function in Outlook can be used to track documents, meetings, and task management; however, it can take up an enormous amount of space. Because of the restrictions placed on mailbox size on the Exchange server, we suggest you do not use the Journaling function.

To Disable the Journaling function:

- In Outlook, select **Options** from the **Tools** menu.
- Select the **Preferences** tab and click **Journal Options**.



- Unselect all boxes and click **OK**.
- Click **OK** again.

At this point, journaling is disabled.

If you have any questions about this article, please contact Candy Kirby of the Computing Technology Services Bureau at 444-1542, Outlook, or e-mail at ckirby@state.mt.us. If you have any problem with this application, please use the software's Help features, or call the ISD Customer Support Center at 444-2000.

OUTLOOK

State Support for Portable Data Assistants (PDA)

Palmtop computers are becoming cheaper, faster, more powerful, and more useful. PDAs are small, handheld computers that utilize many of the functions of a personal computer or laptop but are smaller, some fitting in shirt pockets. A good example is the

ever-present Palm Pilot. Most of these devices can be integrated into existing State systems such as Outlook for email and contact information and Microsoft Word for word processing.

The State's E-mail system can accommodate both the Palm OS PDAs and the Windows CE-driven Pocket PCs. Syncing these machines to your mailbox can happen via a network connection, a dial-up connection, or by the docking cradles provided with the PDAs.

Both the network connection and the dial-up connection require the purchase of additional hardware; either a network card and/or modem. In the case of the Pocket PCs, there is usually a PCMCIA slot for you to insert the additional device. With the Palms there is a special Palm Modem attachment you can purchase.

Whichever device you chose, be sure to take into consideration the growth of your e-mail and use of other applications when purchasing. If you purchase a machine simply for its attractive pricing, you may find yourself out of memory after syncing your large mailbox. This leaves no room for other useful applications or documents. Most of today's PDAs come with a base 16 MB of memory. This will work wonderfully for most everyday use of e-mail and some word processing. Additional applications will constitute a need for more memory. Keep in mind that the more applications you are using, the less storage you have for documents and mail and vice versa. The only way around this dilemma is to purchase a PCMCIA hard drive for document and application storage. This would require a PCMCIA slot and the additional hardware purchase.

The choice between Palm and Pocket PC generally comes down to size versus features. The two machines are usually close in price but the Pocket PC is bigger and boasts more features, including color, where the Palm is streamlined, usually monochrome LED, and is limited in its "stock" feature set. The Palm devices don't come with a word processor that can read Word documents, for example. The lack of extra applications equates to more storage space for the Palm device.

The WinCE-based Pocket PC has many of the standard features of a basic Windows desktop installation. There are versions of Word and various Out-

look applications such as the Inbox, Calendar, Contacts, and Tasks. Other applications can be loaded into the WinCE machine similarly to an install on your desktop computer and gives you a greater range of flexibility with it. Text input into this device is done with a software interface in the system that allows you to use your stylus to tap in the text you want or a handwriting interface.

The Palm machine has Addresses, Date Book, Mail, and To Do list that will extract from the Outlook profile as well. Other applications are available for it as well, including some text web browsers, and word processing programs. The Palm OS also has a special handwriting "language" that will allow you to write in the text you want to insert in e-mails and other applications and the same sort of touch-typing as the WinCE machines.

The ISD email group is prepared to support Pocket Outlook that ships with the Windows CE devices and also the standard Palm applications Mail, Addresses, To-do list and Date book that synchronize to the similar applets included in Microsoft Outlook. However, ISD is not prepared for general PDA support and other PDA application support. We will be looking into an enterprise email synchronization product that will allow dial-up connections directly to the state Exchange system and won't require a SummitNet connection. This should be helpful for employees that travel and need access to their mail and schedule.

Both WinCE and Palm PDAs are useful for syncing to Outlook and reviewing mail. Using either device for long responses to mail or composing word processing documents is probably too inconvenient for most users, taking into consideration the lack of a regular keyboard. They are great for reading mail, checking your calendar or "To Do" lists, and keeping contact information, especially if you're unable to take a laptop on your travels with you or your department wishes to provide portable computing at a reasonable price.

Questions on synchronizing PDAs with state email can be directed to Sam Mason of the Computing Technology Services Bureau at 444-1548, Outlook or email at smason@state.mt.us.

Suppressing Messages in Oracle Forms

Sometimes when developing an Oracle form, it becomes necessary to prevent certain error messages from being displayed. For example, it is sometimes necessary to perform inserts, updates, and deletes from PL/SQL triggers within the form. These data manipulations occur behind the scenes of the regular form processing. A problem arises when a subsequent commit of the data is made from PL/SQL or if the user clicks a save button on the screen. The form may issue a FRM-40401 'No Changes to Save' or a FRM-40405 'No Changes to Apply' error.

The reason this happens is the Oracle form is only able to keep track of data changes in base table blocks. If other database changes are made from PL/SQL, the form does not know this data needs to be committed. Thus its internal state shows no changes have been made. As a result, when a commit command is issued, the form presents an error that no data needs to be saved.

The solution is to selectively suppress the undesired messages. This is done by creating a form level ON-ERROR trigger and using built-in functions to retrieve the normal error code, error type, and error text. Using this method, the unwanted error messages are suppressed and all others are displayed to the user. The following PL/SQL code shows a sample ON-ERROR trigger:

```
DECLARE
    l_errcode number      := error_code;
    l_errtype varchar2(3) := error_type;
    l_errtext varchar2(80) := error_text;
BEGIN
    bell;

    IF l_errcode = 40401 OR l_errcode = 40405
    THEN
        null;
    ELSE
        message (l_errtype      || '-' ||
```

```

to_char(l_errcode) || ': ' ||
l_errtext);
raise form_trigger_failure;
END IF;
END;
```

The technique can be used to inhibit any desired error messages. Additional information can be obtained by contacting Barry Fox at 444-5895 or e-mail bfox@state.mt.us; Tom Rediske at 444-1593 or e-mail trediske@state.mt.us; or Tony Noble at 444-2922 or e-mail tnoble@state.mt.us.

ENTERPRISE SERVER UPGRADE

By the time you read this article, the IBM model 9672-R26 processor will have been upgraded to a model 9672-RC6. This upgrade took place on Sunday, Dec. 17. Rated at 317 MIPS (millions of instruction per second), the new processor is almost a 50% increase in processing power over the R26. The CP (central processor or engine) speed is the same as the R26, just a third CP was added. This means that more work can be processed in the same amount of time.

CPU utilization has been consistently running over 80% since July and over 90% in December. With the normal January utilization increase of 10%, ISD was concerned that our online systems' performance would be severely impacted during the 8 a.m. to 5 p.m. time period. There were no user changes required for this upgrade. The OS/390 operating system remained the same. Look for further information in the next News & Views on the performance of this processor. Any Questions about the IBM 9672-RC6 can be directed to the Computing Technology Services Bureau: Robin Anlian 444-2989, Outlook or e-mail ranlian@state.mt.us or Craig Smith 444-3458, Outlook or e-mail at craigs@state.mt.us.

Changes in "NOT CATLG 2" Condition for Tape Datasets

As System Managed Storage (SMS) becomes a bigger part of the Enterprise Server picture, several changes have occurred. One change to make note of is the difference in the way the "NOT CATLG 2" condition is handled for tape dataset allocations. Until now, any attempt to allocate a tape dataset name that was already cataloged would result in a "NOT CATLG 2" message being issued and a non-zero completion code set for that step.

As of now, SMS takes control of the allocation before the "NOT CATLG 2" is issued and handles the error differently when you try to allocate a tape dataset name. If you accidentally attempt to allocate a tape dataset name that is the same as a dataset name already cataloged, a new message is issued: "IGD1710I DATASET dataset-name NOT DEFINED BECAUSE DUPLICATE NAME." A return code of 8 is displayed in the message following the IGD1710I, but the step completion code remains zero. The job will end with a JCL error and the dataset will not be cataloged.

If you currently check only the step completion code to verify the step completed successfully, it will appear that no errors occurred. Therefore, it is a good practice to also check the job log at the top of your listing for this and any other error messages.

Any questions regarding this change can be directed to Bill Ramsay at 444-2902 or e-mail bramsay@state.mt.us or Craig Smith at 444-3458 or e-mail csmith@state.mt.us.

DFSMS/MVS

DFSMS/MVS performs the essential data, storage, program, and device management functions of the system.

A major component of DFSMS/MVS is DFSMSHsm. DFSMSHsm provides functions for:

Storage management

DFSMSHsm uses a hierarchy of storage devices in its automatic management of data, relieving end-users from manual storage management tasks. It automatically will migrate and recall data sets from production disk volumes to other disk or tape volumes.

Space management

DFSMSHsm improves DASD space utilization by keeping only active data on fast-access storage devices. It automatically frees space on user volumes by deleting eligible data sets, releasing over-allocated space, and moving low activity data to lower-cost-per-byte devices. As production volumes become full, DFSMSHsm will automatically migrate data sets. Unlike DMS, recalls are handled dynamically at open. You may see the following messages issued by DFSMSHsm:

**ARC1020I DFSMSHSM IS RECALLING
FROM TAPE DSN=user.data.set, YOU MAY
CONTINUE THE RECALL IN THE BACK-
GROUND AND FREE YOUR TSO SESSION
BY PRESSING THE ATTENTION KEY**

**ARC0612I VOLUME MOUNT ISSUED FOR
RECALL OR RECOVER OF user.data.set**

These messages inform the user that DFSMSHsm is recalling the user data set and will open it as soon as the recall process is done. Most data sets will first migrate to disk then after additional time, to tape. Recalls from disk naturally are satisfied faster than recalls from tape.

DFSMSHsm backs up your data—automatically or by command—to ensure availability in the event of accidental loss of data sets or physical loss of volumes. DFSMSHsm also allows a storage administrator to copy backup and migration tapes. These copies can be stored on site as protection from media damage, or off site as protection from site damage. Disaster backup and recovery is also provided for user-defined groups of data sets (aggregates), so that critical applications can be restored at the same location or at an off-site location. We will be implementing these features in the future.

One issue that has raised a number of questions regard DFSMS, regards the handling of cataloging and uncataloging data sets. All data sets that are managed under DFSMS, are cataloged. By default all disk data sets are cataloged at open, not at close. Users will now see are data set status of RETAIN, rather than CATLG. Also users who wish a data set to be deleted, should code DELETE, not UNCATLG to allow space management to delete the data set. UNCATLG is still supported for non-SMS data sets, and is still a valid DISP parameter. It will act the same as KEEP for SMS managed data sets, giving a status of RETAIN, and keeping the data set cataloged.

Should you have any other questions regarding SMS managed disk storage, contact Tom Clement of the Computing Technology Services Bureau at 444-2881, Outlook or e-mail at tclement@state.mt.us.

DASD News & Tips

SHARE Data Sets – Currently all users are allowed to create, read and update any SHARE data sets. These data sets were originally established to allow for short term data exchange. There are over 500 of these data sets currently cataloged. Effective February 1, 2001, all new SHARE data sets will automatically be allocated in the TEMPSTOR pool. Data sets in TEMPSTOR automatically expire after 8 days. Data sets that you wish to keep long, should be allocated with an agency high level qualifier, and go into the production resident pool. Individual agencies that wish to share data sets, may write ACF2 rules to allow universal read to hlq.SHARE.* (ex, F01.SHARE.*). On March 4th, all remaining SHARE. data sets that are not in TEMPSTOR will be moved into the TEMPSTOR pool.

DMS is going away – DMS aka Sams Disk or CA-DISK is going to be removed from the system effective February 1, 2001. As most of you know, we have been implementing System Managed Storage (SMS) for some time now and our license for DMS is renewed in February. We will be providing guidance on how to convert any user archive processes. In addition, we will contact users who have data sets archived and work with them to convert them to the new archive system.

Disk Authorization changing – The current CICS based Disk Authorization System will be changing January 1, 2001. At that time it will no longer be an authorization system, but will continue to be used for disk billing. Disk authorization is handled by SMS and the allocations specified by the user. Care should be exercised during allocation to insure proper data pool placement. You should have already received more detailed information about this and if you have any questions, please contact Diane Haun at 444-3336, Outlook or e-mail dhaun@state.mt.us.

SMS Tips and Hints – Please remember all SMS managed data sets must be cataloged. If you allocate an SMS data set you cannot uncatalog it and expect it to go away. If you really wish to delete the data set, code DISP=DELETE.

SMS must know the data set organization (DSORG) to actively manage a data set. Some data sets have been created with out a valid DSORG. Generally this happens with deferred write data sets. These are data sets allocated in JCL but the file is never opened in the program. In order to insure proper data management, please code a valid DSORG on all deferred write data sets.

VOLSER specifications should no longer be coded. SMS will handle volume placement within the pool selected. Coding VOLSER can cause problems by forcing the allocation to a volume that may not be valid or appropriate. Coding VOLSER can be done on an exception basis, where a specific need exists. In these cases, SMS definitions must be in place prior to allocation

Any questions on SMS or DASD issues, contact Tom Clement at 444-2881, tclement@state.mt.us.

Supersession

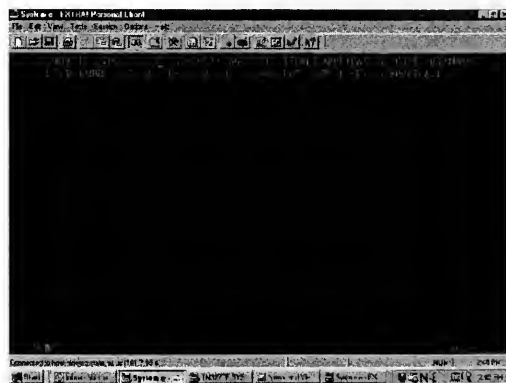
For some time all users accessing the mainframe computer by way of TCP/IP/TELNET have been presented with the SUPERSESSION entry validation signon screen as seen below:



SUPERSESSION is the default application for all TELNET sessions. This has proven to be convenient while at the same time creating a false perception (on the part of TELNET users) that the mainframe is down, when actually only SUPERSESSION may be down.

We have recently implemented a solution whereby, all TELNET sessions may be disrupted if SUPERSESSION fails, however the TELNET community may continue to transact with the mainframe by directly selecting their application.

In the event of a SUPERSESSION failure the TELNET user will be presented with the following screen:



This screen may be seen either as a disruption to their live session, or, as the first screen they see when they connect to the mainframe (if they connect when SUPERSESSION is down). If the

user follows the directions on the second line of the screen and presses the 3270 CLEAR key, (most workstation keyboard maps identify this as the PAUSE/BREAK key), they will be presented with the following screen.



From this screen users may request direct connection to their desired application and continue working. For example if the user wished to connect to CICS, they may enter CICS at the command prompt and be presented with the CICS signon screen. The same holds true for TSO or the other selections listed at the bottom of the screen. If the users desired application is not listed on the screen a session may still be established by entering the name of the application after the LOG command as seen below:



This facility will provide one session per connection only. Should the user require multiple sessions to do their job, they may clone multiple TELNET sessions.

If SUPERSESSION is requested by entering SS command and it is still down, they will again be presented with screen 2 above. Pressing the CLEAR (PAUSE/BREAK) will allow them (again) to see the State map screen.

It would seem unnecessary to include the SS entry as an allowable selection on the State map screen when this screen is only seen when SUPERSESSION is down. However, if SUPERSESSION is brought back up while a user is in session with another application (say TSO) and the user logs off, the State map screen will be displayed at the end of the direct session with TSO. So, the SS entry was included on the State map screen to expedite the reconnection to the recovered default TELNET application.

We go to great lengths to assure that SUPERSESSION is up and available at all times the mainframe running. It is our hope that the above screens are never seen. It is therefore advisable that you clip out this article and file it for the far distant future. We hope by the time you may need it, you will have forgotten what you read.

Assistance with selecting individual application names may be sought by contacting the Help desk at 444-2000.

Any questions regarding this article may be directed to Dave Harris of the Computing Technology Services Bureau at 444-2879 Outlook or e-mail at daharris@state.mt.us.

Project Management Training

Presented by: Systemation, Inc.

Dates: February 26-28

Location: To be assigned

Cost: \$575 - 775 (estimated, depending on number of students)

Features of the class:

- Our facilitators bring real-world experience to every workshop.
- You will be led, not lectured, through a hands-on case study.

- As a team, you will work through scenarios providing an experimental environment where you can take risks and make adjustments based on your results before taking on big projects.
- You will learn concepts and techniques applicable to any project, tool, or IT methodology.
- You will learn information consistent with the Project Management Institute's Project Management Body of Knowledge (PMBOK).

You will discover how to:

- Develop a project plan from formulation to implementation and learn how to successfully present it to management.
- Use different Systems Development Life Cycles (SDLC).
- Build a Work Breakdown Structure (WBS).
- Use a Network Diagram to display a Project Evaluation and Review Technique (PERT) chart.
- Use the Critical Path Method (CPM) in the Network Diagram to ensure the correct project duration.
- Estimate and schedule IT project tasks.
- Apply resources to a project plan.
- Explore different personality types and learn how they affect project management.

To register, email Shawndelle Semans of Information Services via Outlook or at ssemans@state.mt.us. For other questions, contact Louise Sturm of the Centralized Services Bureau at 444-2926, Outlook, or e-mail lsturm@state.mt.us.

Computer Security Training for State Employees

This is a two-hour seminar that covers the following:

- network security
- laws, rules, and policies
- login IDs and passwords
- viruses, hoaxes, and chain letters
- proper use of e-mail and the Internet
- user responsibilities

This training is held the third Thursday of each month from 8:30-10:30 a.m. in room 13 of the Mitchell Building.

Date: Thursday, January 18, 2001

Time: 8:30-10:30 a.m.

Location: Room 218, Mitchell Building

For registration or more information, please contact Lois Lebahn via Outlook or email at llebahn@state.mt.us.

Training Calendar

Non Credit Workshops

Schedule assembled by the Helena College of Technology of the University of Montana. If you have any questions about enrollment, please call (406) 444-6821. All classes are held at the Ray Bjork Campus, 1600 8th Avenue, Helena.

The Helena College of Technology will make reasonable accommodations for any disability that may interfere with a person's ability to participate in training. Persons needing an accommodation must notify the college no later than two weeks before the date of training to allow adequate time to make needed arrangements. To make your request known, call 444-6821.

To enroll in a class, **you must send or deadhead a State Training Enrollment Application to**

*State Training Center, HCT
Helena MT 59601*

If you have questions about the course descriptions or enrollment, please visit our web site at www.hct.umontana.edu, call 444-6821, or e-mail to 'Helena College of UM' or blunceford@state.mt.us.

Once you enroll in a class, the full fee will be charged **UNLESS** you cancel at least three business days before the first day of class. *HCT is also willing to schedule specific classes by request for State agencies.*

State Training Calendar

	Prerequisites	Dates	Cost	Hours
Data Base Classes				
Crystal Reports Introduction NEW		TBA	300.00	15
Crystal Reports Intro/Adv Combination		TBA	450.00	22.5
Intro to Oracle	Windows 95/98	Jan 16-17	200.00	14
Discoverer 3.0	Windows 95/98	TBA	100.00	7
SQL/PL-SQL	Intro to Oracle	Feb 13-15	300.00	21
Oracle Developer	Intro to Oracle	Jan 8-11	**400.00	28
	& SQL/PL-SQL			
Oracle Designer	Oracle Dev;	Jan 22-Feb 2	**500.00	35
	SQL/PL-SQL recom		+ book	
Access	Windows 95/98	Jan 18-19	200.00	14
		Feb 6-7		
Visual Basic for Access	Access 97/2000	Feb 1-2	200.00	14

Data Network/Mainframe Classes

NetWare 5	Jan 3,4,5,8,9	544.95 inc. book	35
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Microcomputer Classes

Visual Basic 6.0 NEW	Windows 95/98	TBA	554.40 inc. book	35
Window 2000 Professional NEW		Jan 10-12	*925.00	22.5
ZENWorks 3.0 NEW	ZENWorks 2.0	Jan 29-31	*1300.00	21
Managing Files in Windows NEW	Windows 95/98	Jan 19 pm	50.00	3.5
Introduction to Windows	N/A	TBA	100.00	7
Outlook	Windows 95/98	Feb 9 am	FREE	3
Adv. Outlook	Outlook 98/2000	Dec 21 am	43.00	3
Introduction to Word	Windows 95/98	Feb 5	100.00	7
Intro to Word NEW HALF DAY FORMAT	Windows 95/98	Jan 16-17 am	100.00	7
Intermediate Word	Intro to Word 97/2000	Jan 22	100.00	7
		Mar 1		
Macros for Word(VBA)	Interm Word 97/2000	Feb 28-Mar 1	200.00	14
Creating Forms in Word	Interm Word 97/2000	Feb 20 pm	50.00	3.5
Introduction to Excel	Windows 95/98	Feb 13	100.00	7
Intro to Excel NEW HALF DAY FORMAT	Windows 95/98	Jan 18-19 am	100.00	7
Intermediate Excel	Intro to Excel 97/2000	Jan 30	100.00	7
		Feb 27		
Excel Topics	Interm. Excel 97/2000	TBA	50.00	3.5
Excel Macros	Interm. Excel 97/2000	TBA	200.00	14
Graphing in Excel	Interm. Excel 97/2000	TBA	50.00	3.5
Internet	Windows 95/98	TBA	50.00	3.5
Building Web Pages (FrontPage 2000)	Internet	Feb 6-7	200.00	14
PowerPoint	Windows 95/98	Jan 24-25	200.00	14
		Feb 22-23		
Microsoft Project	Windows 95/98	Feb 14-15	200.00 +book	14

SABHRS Classes

	Dates	Cost	Hours
PS Query/Crystal Reports	Feb 20-21	200.00	14
Document Direct Plus! (version 2.2) NEW	Feb 7 pm	50.00	3.5
End-User Tools for SABHRS Reports	Feb 9 am	50.00	3.5
For Accounting & Payroll Technicians (PS Query, Doc Direct, Doc Analyzer, pivot tables and etc.)			

More SABHRS Classes for Managers

SABHRS Overview for Managers & Fiscal Officers	Jan 16 am	50.00	3.5
	Feb 14 am		
SABHRS: Accessing Fiscal Information	Jan 31 am	50.00	3.5
	Feb 16 ams		
Financial Modules			
GL1: Basic Journal Entries	Jan 19	100.00	7
	Mar 1		
GL3: General Ledger Budget Management	Feb 6	100.00	7
Accounts Payable	Jan 23	100.00	7
	Feb 8		
Accounts Receivable	Jan 29	100.00	7
Asset Management	Feb 15	100.00	7
Purchasing	Jan 26	100.00	7
	Feb 20		
Human Resource Modules			
Time & Labor	Jan 30	100.00	7
	Feb 27		
Managing Position & Employee Data	Feb 2	100.00	7
	Feb 22		
Training Administration	Feb 23 am	50.00	3.5
Human Resource Upgrade 7.5 NEW	Jan 17 am	50.00	3.5
	Feb 28 am		

Prerequisites may be met with consent of Instructor.

*High Estimate - Cost may vary depending on travel expenses & # of students

**The Outlook 98, Oracle Designer and Oracle Developer class fees are recovered through the monthly data network rate and paid for by ISD.

State Training Enrollment Application

Course Data

Course Requested: _____

Date Offered: _____

Student Data

Name: _____

Agency & Division: _____ / _____

Billing Address: _____

Phone: _____

E-mail Address: _____

How have you met the required prerequisites for this course? Explain, giving the class(es) taken, tutorial(s) completed, and/or experience.

Billing Information/Authorization *Mandatory*

Agency #: _____

Authorized Signature: _____

If attending Oracle Developer or Designer training, your application must also be approved by the agency IT Manager.

IT Manager: _____
(signature)

Training is needed for:

- ☐ Agency Oracle Developer
- ☐ Continuing education opportunity. (*Agency will be billed for training*)
- ☐ Agency contractor. (*Agency will be billed for training*)

Full Class Fee Will Be Billed To The Registrant Unless Cancellation Is Made Three Business Days Before The Start Date Of The Class.

Deadhead Completed Form To:

Community Ed

Helena College of Technology of The University Of Montana

Phone 444-6821 Fax 444-6892

Editor's Notes



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- www.state.mt.us/isd/current/news/index.htm

To Submit an Article

Send the article to Wendy Wheeler, via e-mail. The deadline for inclusion in the following month's newsletter is the 1st Friday of the previous month.

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